



HCRG Workforce Solutions

Providing a Technology Led Engagement
Service for your Flexible Workforce

Technology Led Evolution of the Workforce

HCRG Workforce Solutions is a cloud-based service that facilitates the engagement of your flexible workforce. The service gives you increased visibility of your workforce and enhanced day to day control of recruitment and staffing processes. The service streamlines businesses process, empowers Buyers to drive savings through their flexible resource pool, offers live reporting, automated systems and is supported by dedicated account management.

HCRG are a leading provider of outsourced healthcare services as well as fully managed staffing services to public and private sectors. As one of the largest healthcare organisations in the UK we operate across three main verticals, outsourced medical & clinical services, managed services and workforce staffing.

At HCRG we are focused on delivering value for money and high quality services to Buyers and candidate by using our Cloud based innovative solution to underpin safe, efficient patient care, and work closely with Buyers to identify the resources they need and ensure they are engaged effectively and efficiently.

Our product allows Buyers to have clear visibility of their rotas and staffing requirements. It facilitates engagement with their local bank and flexible resource pools, and enables them to directly engage with their agency supply chains as needed. It provides an end to end procure to pay service solution that enhances the process from requisition through to engagement and payment.



Primary Services

At the core of HCRG is a technology led managed service that allows for the direct and indirect engagement of flexible workers. The technology allows clients to manage their end-to-end staffing process including bank management, agency demand and management, and worker direct engagement.

Powered by our bespoke technology and supported by our dedicated operational and account management teams, HCRG supports NHS Trusts, Private Hospitals and Public Sector Buyers to maximise and better optimise their current and future use of all flexible resources and across all staffing categories.

The service is designed to:

- Be fully adaptable with configurable technology to meet the evolving requirements of healthcare sector Buyers
- Allows Buyers to directly engage their bank and agency workforce for all staffing groups
- Provides real time dashboards and reporting (MI) enabling Buyers to proactively and directly manage all available resources
- Directly integrate with Buyer systems, e-rostering and bank modules, electronic staff records, payroll, and accounts payable.
- Deliver:
 - Widescale efficiencies and reductions in workloads
 - Enables live tracking of financial data and expenditure of flexible workforces

Primary Product / Modules

- End to end recruitment technology and supporting managed service
- Specialist Healthcare and Health & Social Care candidate on-boarding modules
- Integrated time & expense module
- End to end Procure to Pay Solution for bank and agency
- Bespoke management information suite
- Programme & account management

End to End Recruitment Technology Solution & Supporting Managed Service

Through a blend of Cloud based systems that have been developed and customised to meet Buyer needs, supported by dedicated account management, HCRG offers best in class recruitment support.

Our account management team will oversee end to end processes of our technology solution and provide a fully managed service. They will support the management of the end-to-end process from requisition, through to candidate/CV submissions, offers, acceptances and on-boarding which includes:

- Short listing suitable candidates on behalf of Buyers
- Supply chain management
- Resourcing
- Live operational reporting on candidate/CV submissions, rates and supplier performance
- Validation of agreed compliance, pre-employment checks and information for the Buyer
- Management of ongoing employment screening and compliance for maintenance
- Continued supplier management to ensure prompt and timely response to requests
- Rate management & enhanced financial controls
- NHSI compliance, rate monitoring & reporting



Dedicated Account Management

- HCRG Expertise
- Supply Chain Management
- Compliance & Rate Management
- Prompt Issue Resolution

One Platform | One Partner | Complete Control

Vacancy Management:

Key features and functionalities:

- Vacancy Requisitions
- Budgetary & operational approvals
- Rate management (NHSI), approvals & reporting (as required)
- Supplier allocation & cascade
- CV Submissions
- Screening
- Compliance & NHS Employers Checks
- Short listing candidates & screening
- Selection & hiring
- Out of hours module
- Worker monitoring, including AWR/WTR

Our Product has several USPs including but not limited to:

- End to end audit and reporting tools
- Customised workflows
- Rate management and automated escalation reporting
- Performance monitoring and intelligent supplier management
- Fully bespoke budgetary and operational approval workflows

- AI led workflow routing and dedicated out-of-hours functionality
- Total workforce management with full integration with client systems (i.e. ESR & Bank systems)

At HCRG, we know one size does not fit all, which is why our technology is fully configurable, enabling it to merge seamlessly to client processes and procedures to enhance process and allow for robust and enhanced controls:

- Drives efficiency through processes and powered by next generation technology
- Removes unnecessary administration
- Allows client to harness the power of automation throughout the recruitment process
- Provides transparency for the end to end process

HCRG is powered by a suite of leading cloud-based technology meaning its accessible 24/7 worldwide through both web-based portals and mobile applications. Make the new world of home working a breeze. 100% secure at all times.

Worker On-Boarding Module

Our Technology is designed to ensure directly engaged workers are seamlessly onboarded, and which is supported by our dedicated account management team and can be supplemented with additional onsite teams as required by clients.

Our dedicated specialists oversee all regulatory requirements, managing face to face on-boarding, documentation and checks through to induction, training and orientation, including the management of terms with workers and ensure all contracts are signed prior to commencement.

Fully automated end to end including:

- Terms/Contract management, including e-signature
- Issue and receipt of starter / onboarding packs / handbooks
- Candidate arrival instructions
- Online candidate training requirements
- Compliance checks and continual monitoring
- Feedback surveys

Our cloud-based candidate portal enables the management of all above areas and storage of vital documents, such as:

- Site Maps
- Personal documents and payment information
- Procedural & policy suites
- Compliance checks & flags for document updates and refresh checks
- Local & organisational news and updates
- Health & safety information
- Document management suite & secure storage for pre-employment screening and compliance documents

Integrated Time & Expense Module

Accurate tracking of worker time and monitoring of expenses vs budgets is key in today's modern world.

Our time and expense portal uses market leading technology and geo tagging to keep accurate records and allow for quick and efficient approvals and payments.

Intelligent approval algorithms mean that the timesheets are sent to the right person to approve every time, monitoring out of office status and rota patterns to ensure the relevant budget holder is used, and supported by our dedicated account management team who manage points of escalation, coordination or administration ensuring every worker is paid accurately and on time.

We do the hard work, so you don't have to.

The Account Management team will work with you as a client to customise the technology to ensure alignment to all current processes for approvals.

Key features:

- Pre-populated timesheets with optional geo tagging
- AI led validation vs original requisition
- Intelligent approval routes allowing for additional approval if hours exceed original booking
- Manual and automatic submissions
- Automation for internal policies such as applying breaks etc.
- Fully customisable structures and organisational charts

- Budget controls which can be set at global and departmental levels
- Alerts and escalation protocols as standard
- Full budget and hours management with enhanced reporting
- Can be approved remotely or require onsite presence

End to End Procure to Pay Solution

Fully integrated pay and bill solutions to allow for seamless payment of your directly engaged workforces. Further supported by the coordination team who oversee everything from set up through to self-billing and queries.

Key features:

- Full integration with Pay and Accounts systems
- Payroll onboarding
- Coordination & administrative support
- Payrolling of PAYE and Ltd workers
- Automated remittance
- Fully configurable

Management Information Suite

Our technology provides limitless removing tools, with a range of standard reports that have been listed below as well as advanced reporting feature to allow you to better control and coordinate your workforce.

Standard reports include:

- Budgetary & Savings
- NHSI reports
- Tenure Reports
- Commission monitoring
- Payment and integration feeds
- Financial and Accrual reports
- KPI reporting:
- Time to hire
- Fill rate

All reporting is customisable, and the dedicated reporting module is built as standard to break down reports by:

- Cost Centre
- Site
- Supplier
- Department
- Grade
- Reason codes
- Specialism
- GL Code
- Ward

Being a customisable system, the dedicated reporting module can break-down reports further according to client preferences.

Reports can be run live as can all data mines, and reports can also be scheduled and automatically issued to nominated recipients.

The tool also facilitates, and through dedicated dashboards, the live management of:

- Cancellations
- Rostering
- GAP reporting
- Workforce monitoring
- Response times & outstanding actions
- CV & timesheet approvals
- plus many more

The AI powered escalation module also enables spot alerts and reports to be automatically sent to key members of a clients team where budgets are being exceeded or there are variances in hours or spikes in cancelations etc.

Programme & Account Management

Our teams know clients work in an ever-changing landscape and ensure our service evolves alongside the levels of support a client needs. HCRGs account and programme managers are specialists and support clients from implementation through to BAU and:

- Our teams are made up of a dedicated Account Director and specialist Account Managers who act as single point of contact and are supported by our central PMO and change management teams
- Implementation
- Project management
- Supply chain management
- Day to day account management
- Change management
- Recruitment & resourcing experts
- Matching and shortlisting experts (ensuring the most cost effective resource is sourced)
- Ensure timesheet approval process have been followed
- Monitor and keep System up-to-date
- Audit & Quality Manager & Compliance Coordinators
- Regular review meetings with clients and supply chains
- Marketing support and dedicated EVP campaigns

Tertiary Services:

Consultancy Service

Our specialist management consultants are experts in public sector staffing and offer independent reviews of client end to end businesses processes. They provide a range of services across all aspects of operational performance:

- Workforce planning
- Change Control
- Internal & External Audits
- Business process reengineering
- Mergers
- Business Transformation

Outsourced Bank Management

We also leverage HCRGs engagement product to deliver fully outsourced managed bank solutions. This service is designed to support clients in managing and optimising their own and available resource pools more effectively to reduce overall reliance and usage on flexible, specifically agency, expenditure and usage.

Please email gt@hcrq.uk.com for our full Bank Management brochure.

E-rostering Technology

The core of HCRGs engagement solution has been built on a modular basis so it can seamlessly implement with most leading E-rostering products. However, for clients who wish to further enhance services, we also have an in-house rostering module and which is offered at no additional cost.

Taxonomy of Services

The following provides a full list of all modular based service solutions available via the HCRG Workforce Solutions system product:

Tier 1	Tier 2	Tier 3	Tier 4
Application Development and Deployment (D-000-000-000)	Application Platforms (D-202-000-000)	Robotic Process Automation	
	Analytics & Business Intelligence (D-203-000-000)	Business Intelligence	
Applications (E-000-000-000)	Enterprise Resource Management (E-203-000-000)	Financial	Accounts Payable Applications
			Accounts Receivable Applications
			Travel and Expense Management Applications
		Human Capital Management	Talent Management Applications
		Payroll Management	
		Procurement	
		Order Management & Orchestration	
		Enterprise Performance Management	
		Project & Portfolio Management	
	Supply Chain Management (E-205-000-000)	Supply Chain Planning	
	Production & Operations (E-205-000-000)	Service Industry & Public Sector Operations	Healthcare
			Adult Social Care
			Children's Social Care
	Customer Relationship Management (E-207-000-000)	Advertising	Advertising Placement